



State of California • Department of General Services • Arnold Schwarzenegger, Governor

**P R O C U R E M E N T   D I V I S I O N**

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**STATE OF CALIFORNIA  
MASTER PURCHASE AGREEMENT (MPA)  
SUPPLEMENT #11 - EFFECTIVE DATE: March 30, 2005**

**CONTRACTORS AND CONTRACT NUMBERS:**

CompuCom Systems, Inc. - #1-01-70-01  
GE IT Solutions, Inc. - #1-01-70-02  
Marketware Technologies - #1-01-70-03

For additional information on this MPA log on to [www.calstore.ca.gov](http://www.calstore.ca.gov)

**SERVICE: COMPUTER GOODS AND RELATED SERVICES**

**CONTRACT TERM: OCTOBER 1, 2001 THROUGH June 30, 2005**  
(with the ability to extend one additional three-month term)

**DISTRIBUTION CODE:**

1-POSTED ELECTRONICALLY ON THE DGS/PD WEBSITE  
2-HARD COPY MAILING TO THE 3 MPA CONTRACTORS

This MPA User Guide is available on the DGS Procurement Division Internet website:  
[www.dgs.ca.gov/pd](http://www.dgs.ca.gov/pd) and [www.calstore.ca.gov](http://www.calstore.ca.gov)

The purpose of this supplement is to extend the CAL-Store MPA for a three-month period, ending June 30, 2005, and to add Public Contract Code Section 6611. In addition, the Department of General Services contact has changed to:

Steve Lower  
Department of General Services  
Procurement Division  
707 Third Street, 2<sup>nd</sup> Floor  
West Sacramento, CA 95605  
Phone: (916) 375-4539 Fax: (916) 375-4663

All other terms and conditions remain the same.

Cathy Brown, MULTIPLE AWARD PROGRAM MANAGER

## **ORDERING PROCEDURES FOR THE 2001 MPA - CAL-STORE**

### **I. CONTRACTOR SPECIFIC CONTACT INFORMATION**

This MPA offers choices of three Contractors who have been selected and awarded a contract via the DGS 9014 Request for Proposal (RFP) process.

#### **CompuCom Systems, Inc.**

**Contract #1-01-70-01**

General Manager - Rich Shuba

Voice - 916-369-9970

Fax - 916-854-1813

Email - [rshuba@compucom.com](mailto:rshuba@compucom.com)

10415 Old Placerville Road, Ste. 235

Sacramento, CA 95827

Toll free # - 800-915-9373

Customer Accounts: 800-400-9852

Electronic catalog link - <http://soc.compucom.com>

#### **GE IT Solutions, Inc.**

**Contract #1-01-70-02**

General Manager – Jerry Stefan

Mobile – 925-570-5512

Fax – 866-214-0245

Email – [jerry.stefan@compucom.com](mailto:jerry.stefan@compucom.com)

10901 Gold Center Drive, Suite 225

Rancho Cordova, CA 95670

Toll free # - 800 296 8491

Electronic catalog link – <http://compucom.com>

#### **Marketware Technologies**

**Contract #1-01-70-03**

General Manager - Jean-Paul Taylor

Voice - 916-925-3337

Fax - 916-925-4877

Email - [jtaylor@marketwareinc.com](mailto:jtaylor@marketwareinc.com)

819 Striker Ave., Ste. 16

Sacramento, CA 95834

Toll free # - 866-468-4848 (866-GOV-IT4U)

Electronic catalog link - <http://www.govIT4U.com>

### **II. DGS CONTACTS**

Steve Lower

Voice - 916-375-4539

Fax - 916-375-4663

707 3<sup>rd</sup> St., 2<sup>nd</sup> Floor

West Sacramento, CA 95605

[Steve.lower@dgs.ca.gov](mailto:Steve.lower@dgs.ca.gov)

## **ORDERING PROCEDURES FOR THE 2001 MPA - CAL-Store**

### **III. INTRODUCTION AND GENERAL INFORMATION**

The California State Computer Store contract has existed since 1986. The contract has had many improvements over the past 18 years, and it is now called the "CAL-Store." Please review this User Guide and feel free to contact the DGS or the individual Contractors listed on Page 2. The 2001 MPA for CAL-Store, offering computer hardware, software and information technology related services, provides state departments, cities, counties, special districts, educational and other public entities with an online catalog for one-stop information technology shopping. The awarded Contractors can help you achieve a streamlined procurement approach.

**NOTE TO LOCAL GOVERNMENT AGENCIES:** Special information regarding local government agency usage of the MPA can be found on Pages 8 and 9 of this User Guide.

#### **A. *WEB LINK***

- Provides a web link to each Contractor's site that gives real time offers, via an Internet based electronic catalog.
- Provides direct electronic mail communication.
- Provides an electronic order tracking system.

#### **B. *VENDOR CONTACT/SUPPORT SERVICES***

- **Skilled assistance** - provides multiple Contractors, who have a contractual commitment to provide full-time staff who are focused on the MPA. The MPA requires the assignment of a general manager, who is the primary contact, and designated technical consultants and network system engineers. These required assignments are based on specific skill sets and abilities that are evaluated and approved by the DGS.
- **Free contact** - provides a toll free telephone number with a commitment to a timely response.
- **Network expertise** - provides vendor staff who can support network related projects, including network management and troubleshooting, as well as a network planning questionnaire to assist client departments in defining their networking needs.
- **Integration service** - provides vendor staff that can assist in integration services that may include internal add-on boards/equipment, operating system, application software and burn-in of system equipment at the rates identified in the contract. Also provides client departments with support in network related projects that includes network management and network troubleshooting, as well as a network planning questionnaire to assist client departments in defining their networking needs.
- **Guaranteed warranty** - provides an uplift warranty service that may include onsite warranty services at rates identified in the contract.

## **ORDERING PROCEDURES FOR THE 2001 MPA - CAL-Store**

### **C. MPA CONTRACT SPECIFICS**

- Provides an electronic copy of each contract awarded under the MPA. Departments can request a diskette of the contract document(s) from the contract administrator or from the Contractor. For consolidation purposes, the Contractor may provide a summarized version of Attachment 8 – Pricing. Variance of model contract terms is allowed only with the DGS approval.
- There is no maximum order limit on the MPA; however, it does require a minimum order of \$25.00.
- While there is no ordering cap on the contract, orders exceeding \$500,000 must have prior approval from the DGS-PD to exceed that amount and prior to issuance of the purchase order. Follow the procedures, as listed in IVA and IVB – MPA AGREEMENT RULES.
- All orders exceeding \$250,000 must be reported to the DGS within five working days using the Notice of Contract Award form.
- If the GS \$SMART program is utilized for financing on orders over \$250,000, then the DGS-PD approval is required before award of the order.
- Contractors are not limited to the models or brands originally proposed at the time of final proposal. Contractors may provide all current models for the manufacturer by category proposed in the final response.
- Contractors, by approved amendment(s), may add additional services and manufacturers by category.
- Provides the ability to purchase new products as soon as they become available.
- Provides for a fifteen day return right for hardware and software purchases. (Some restrictions may apply.)
- Provides client departments the ability to take credit for the use of a small business or DVBE in order to meet state reporting requirements.
- Provides for detailed reports submitted directly to the DGS by the Contractors for all orders placed under the MPA. However, for orders exceeding \$250,000, a copy of the order, with a Notice of Contract Award, must be sent to the DGS within five days of contract execution pursuant to Management Memo 03-10.

The MPA expedites the process departments use to procure computer goods and related services. The ordering department reviews the MPA's contractual terms and conditions (available on the DGS/PD homepage). The ordering department also identifies the program's needs and documents the scope of the order by using the Contractor's electronic catalog to identify the goods and related services. The department then prepares the Form 65, based on the Contractor's offer, sends the order form to the Contractor and gets delivery of the goods and related services. The ordering department manages the ordering processes, accepts the goods and related services and pays the Contractor. If you need assistance in the development of your order, each Contractor has staff available for that purpose.

This User Guide is designed to help the ordering department with the final selection of a Contractor. In addition to procedures listed in this User Guide, the ordering department's internal contract procedures also must be followed.

## **ORDERING PROCEDURES FOR THE 2001 MPA - CAL-Store**

### **IV. MPA AGREEMENT RULES**

#### **A. ORDER LIMITS**

Effective immediately, all orders are subject to Management Memo 03-10, and all revisions, where applicable. For all orders under this contract, the ordering department is not required to obtain three offers. Approval by the Agency Secretary and Department Director, or immediate next ranking official, is required for orders over \$250,000. For orders exceeding \$500,000, the ordering department must have approval by the Agency Secretary and Department Director, or immediate next ranking official. The ordering department must also have approval of the DGS to exceed the \$500,000 order limit. This request must include how effective competition, to the fullest extent possible, will be assured. All requests for an exemption will be considered on a case-by-case basis (for instance, the dollar amount and the project risk are but two of the criteria). There is a minimum order limit of \$25.00 for each purchase order.

#### **B. ORDERING INSTRUCTIONS – DOLLAR THRESHHOLDS**

For orders over \$500,000, the department must provide a memo to the DGS prior to the issuance of the purchase order. The DGS will review this information to validate that the department obtained best value for the state. The department documentation should include the following information:

- Identify the need for the goods and/or services and the dollar value of the impending purchase order.
- Explain how the department has determined that issuance of a purchase order to this particular contractor makes good business sense and how best value for the department has been achieved.

The DGS will review the submitted documentation. Upon agreement with the content, the DGS will issue a letter concurring with the department's recommendation; thereby allowing issuance of the purchase order by the department.

#### **C. DELIVERY - For Master purchase orders, delivery of goods and services must not exceed the end term of the Master Agreement by more than 1 year *unless otherwise allowed for in the contract*. Amendments must follow Management Memo 03-10.**

#### **D. RESTRICTIONS**

For state departments, the guidelines for orders exceeding \$500,000 must be followed. These guidelines are stated in IVA and IVB, above.

## **ORDERING PROCEDURES FOR THE 2001 MPA - CAL-Store**

- E. **PROCUREMENT GUIDELINES/RULES/APPROVALS/CERTIFICATION**
1. **GUIDELINES/RULES** - Ordering departments must follow all applicable state mandated guidelines, e.g., State Administrative Manual, Management Memos, Agency Directives, California Acquisition Manual and California Codes. Ordering departments must also follow all guidelines for submittal of the Information Technology Procurement Plan (ITPP), included in MM 03-05.
  2. All state departments must comply with all the applicable instructions and attachments of Management Memo 03-10, and all revisions, when ordering through the MPA. This includes the requirement that the state departments must submit a Notice of Contract Award to the DGS within five days of the award for orders over \$250,000.
- F. **APPROVAL** - The MPA does not waive the Department of Finance (DOF) approval requirements in accordance with the policies and procedures, as defined in Volumes I and II of the State Information Management Manual (SIMM).
- G. **CERTIFICATION** - A signed certification of compliance with state information technology policies is required for all information technology procurements that cost \$10,000 or more and are in support of a development effort. Development is defined in SAM Section 4819.2 as, "Activities or costs associated with the analysis, design, programming, staff training, data conversion, acquisition and implementation of new information technology activities." Procurements of hardware, software and services (including interagency agreements) are included in this requirement.
- A certification is not required for:
1. Procurements for less than \$10,000;
  2. Procurements limited only to maintenance services;
  3. Procurements in support of previously approved efforts - see SAM Section 4819.40;
  4. Procurement of services to conduct a feasibility study, provided the services are limited to supporting or conducting the feasibility study and/or preparing the feasibility study report (SAM Sections 4927 and 4928); or
  5. Procurements of/for excluded activities as described in SAM Section 4819.32.
- H. **ORDERING DEPARTMENT'S CONTRACT FILE**
- All necessary documents in support of an individual order must be put in the ordering department's contract file. This includes all certification, approvals and other documents in support of an individual order. From the DGS/PD website, the ordering department can download the contract terms and conditions onto a disk for inclusion in the contract file.

## **ORDERING PROCEDURES FOR THE 2001 MPA - CAL-Store**

### **I. PRICING**

The MPA pricing is available online at the website address listed for each Contractor (please refer to Page 2 for the web addresses). This MPA is a cost + margin (%) contract. This means the Contractors' websites online item prices are calculated using the approved formula that adds the contract margin percentage to their cost from their manufacturer/distributor.

### **J. PAYMENT**

State departments must comply with Government Code § 927, and departments must pay undisputed invoices within the required timeframe.

### **K. DEPARTMENT OF GENERAL SERVICES ADMINISTRATIVE FEE**

The DGS charges an administrative fee to the users of the MPA. The DGS administrative fee is a specified percentage of contracted services. The DGS annually sets the percentage for the administrative fee. Departments using the MPA should check the DGS website for current rates.

The current DGS administrative fee can be viewed at the following website: [www.ofs.dgs.ca.gov/Price+Book/Default.htm](http://www.ofs.dgs.ca.gov/Price+Book/Default.htm) The DGS will bill the state departments directly for the administrative fee for the contracted amount. The Contractors will include the administrative fee on local government agencies' invoices only.

### **L. DISABLED VETERAN BUSINESS ENTERPRISE – DEPARTMENTAL GOALS**

For this MPA, the Disabled Veteran Business Enterprise (DVBE) is a Good Faith Effort. This contract allows for a DVBE credit for departmental goals whenever the Contractor subcontracts a commercially useful function to a DVBE to fulfill any portion of the ordering department's purchase order. The Contractor will provide the ordering department with the name of the DVBE used and the dollar credit that the ordering department can apply toward its DVBE departmental goals.

### **M. SMALL BUSINESS – DEPARTMENTAL GOALS**

State agencies are able to claim subcontracting dollars toward their small business departmental goals whenever the Contractor subcontracts a commercially useful function to a certified small business. The Contractor will provide the ordering agency with the name of the small business used, and the Contractor will provide the dollar amount the ordering agency can apply toward its small business departmental goals.

### **N. SMALL BUSINESS/DVBE SUBCONTRACTING**

The amount an ordering agency can claim toward achieving its small business or DVBE goals is the dollar amount of the subcontract award made by the Contractor to each small business or DVBE.

The Contractor will provide an ordering agency with the following information at the time the order is quoted:

1. The Contractor will state that, as the prime Contractor, it shall be responsible for the overall execution of the fulfillment of the order.

## **ORDERING PROCEDURES FOR THE 2001 MPA - CAL-Store**

2. The Contractor will indicate to the ordering agency how the order meets the small business or DVBE departmental goals, as follows:
  - List the name of each company that is certified by the Office of Small Business and DVBE Certification to which it intends to subcontract a commercially useful function;
  - Include the small business or DVBE certification number of each company listed, and attach a copy of each certification;
  - Indicate the dollar amount of each subcontract with a small business or DVBE that may be claimed by the ordering agency toward the small business or DVBE goals;
  - Indicate what commercially useful function the small business or DVBE subcontractor will be providing toward fulfillment of the order.
3. The ordering agency's purchase order must be addressed to the prime Contractor, and the purchase order must reference the information provided by the prime Contractor from the quotation, as outlined above.

Steps 1 through 3 are repeated, if more than one Certified Small Business or DVBE company is used.

### **O. EXECUTING THE MPA ORDER**

1. The ordering department defines the project scope to determine which goods and related services are needed, checks the electronic catalog and contacts a CAL-Store Contractor to receive an offer. Then the ordering department completes a Form 65 (Contract/Delegation Purchase Order), including all pertinent information for each individual order issued against the MPA, and sends the Form 65 to the selected Contractor. The ordering department must send a copy of the Form 65 to the DGS to the attention of the Data Management Unit.
2. **NOTE:** The ordering department must follow its own individual department contracting procedures when using this MPA.

### **P. LOCAL GOVERNMENT AGENCY REQUIREMENTS**

1. Local government agencies should use their own ordering forms or purchasing cards to place an order through any of the CAL-Store Contractors.
2. Local government agencies may make payments according to their statutory requirements.
3. Department of General Services Administrative Fee—The DGS charges the users of this MPA an administrative fee. The DGS administrative fee is a specified percentage of contracted services. The DGS annually sets the percentage for the administrative fee. Agencies should check the following DGS website for current rates: [www.ofs.dgs.ca.gov/Price+Book/Default.htm](http://www.ofs.dgs.ca.gov/Price+Book/Default.htm) The DGS administrative fee is not included in the Contractors' hourly rates for this MPA.



## **ORDERING PROCEDURES FOR THE 2001 MPA - CAL-Store**

4. **SPECIAL NOTE:** Local government agencies must agree to the state's administrative fee and agree to pay it to the Contractor, who then remits the money to the state.
5. **NOTE:** Local government agency orders will include the DGS fee as a separate invoice line item, and the Contractor will bill, collect and transmit the administrative fee collected from LOCAL GOVERNMENT AGENCIES ONLY to the state.
6. The State of California's Small Business and DVBE departmental goals do not apply to orders issued by local government agencies.
7. While the State of California makes this MPA available to local government agencies, each local government agency should make its own determination whether using this contract is consistent with its procurement policies and regulations.